

EXHIBIT H

Primary Reason for Call

Supervisors

Secondary Reason for Call

Escalation

Completed Date/Time

11/14/2022 8:20 PM

Description

Re credited 3026 \$2.49 per doc case 32302359 mbr had double ACH pull issue that was corrected than reversed. Mbr incurred charge to get \$ into account.

- [Details for Call](#)



[Case - Escalation Case - Case32301341](#)

Nov 14, 2022

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had a task

Primary Reason for Call

Supervisors

Secondary Reason for Call

Escalation

Completed Date/Time

11/14/2022 5:38 PM

Description

Case Number: 32301341 | Record Type: Escalation | Description: MBR had double posting of ACH, it was corrected & then came out again. OBC/OSS/Christopher A. checked w/research & sd the team is looking at it now and MBR is upset his CC pmt & wants to speak to SUP, OBC/Michael Reed sd if it got rejected & wants reimbursed for the fee & interest up to \$100.00 would be refunded, advised please send stmt asking for the fee/interest to be refunded, Advised MBR, MBR not understanding why he needs to do anything.

- [Details for Call](#)



[Call](#) | [Supervisors](#) | [Assist MSR](#)

Nov 14, 2022

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[Michael Reed](#)

logged a call with

[BLAKE DECONINCK](#)

Primary Reason for Call

Supervisors

Secondary Reason for Call

Assist MSR

Completed Date/Time

11/14/2022 5:35 PM

Description

Mbr had dup ACH pull issue we rejected \$-1,732.78 ACH. IF/when mbr uploads proof of NSF fee and interest charge will credit that amount up to \$100 to RSV

- [Details for Call](#)



[Call](#) | [Supervisors](#) | [Assist MSR](#)

Nov 14, 2022

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[REDACTED]

logged a call with

[BLAKE DECONINCK](#)

Primary Reason for Call

Supervisors

Secondary Reason for Call

Assist MSR

Completed Date/Time

11/14/2022 5:25 PM

Description

ACH dup issues

- [Details for Call](#)

[REDACTED]

[Call](#) | [Supervisors](#) | [Assist MSR](#)

Nov 14, 2022

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[REDACTED]

logged a call with

[BLAKE DECONINCK](#)

Primary Reason for Call

Supervisors

Secondary Reason for Call

Assist MSR

Completed Date/Time

11/14/2022 3:00 PM

Description

duplicate achs

- [Details for Call](#)



[Call | Checking Accounts | Transaction Inquiry](#)

Nov 14, 2022

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logged a call with

[BLAKE DECONINCK](#)

Primary Reason for Call

Checking Accounts

Secondary Reason for Call

Transaction Inquiry

Completed Date/Time

11/14/2022 8:18 AM

Description

informed mbr of ACH dup pymt we are having. system was having issues

- [Details for Call](#)